

Apprenticeship Policy

Appeals Policy

MTD Training



mtd

INTRODUCTION

MTD offers a very wide range of courses involving numerous different assessment procedures. Some examining or validating bodies identify the rules and regulations about how to deal with learners' concerns about assessments; others simply require MTD to have a published procedure which is available to learners, if they wish to challenge the marks or grades awarded to them.

MTD distinguishes two types of 'complaint' in connection with assessment depending on whether:

1. you feel the mark or grade awarded does not fairly represent your actual achievement or
2. you consider that for a reason or reasons that were not your fault you did not perform as well in the assessment as you might have done.

AN APPEAL

In this case your concern is that the marks or grades you have been awarded do not fairly represent your achievement. This would include concerns that the range, nature and extent of evidence provided for assessment had in fact been adequate when set against the national standards and published evidence requirements though you were not awarded a 'pass'.

A GRIEVANCE

In this case, you consider that for a reason or reasons that were not your fault, you did not perform as well in the assessment as you might have done.

An individual grievance may be made on the grounds that EXTENUATING CIRCUMSTANCES have been given insufficient weight in the assessment.

An individual or 'group' grievance may be made on the grounds that:

- there was a DEPARTURE FROM THE REGULATIONS approved for the conduct of an examination or for the assessment of coursework or a competence in connection with a particular qualification;
- inadequate guidance being given compared with that implied in course literature;
- insufficient opportunity being provided to demonstrate, e.g. a competence which has been assessed;
- there were inaccuracies in learning materials provided which related specifically to the CURRICULUM CONTENT forming part of the assessment.

PROGRAMME HANDBOOK

For most courses covered by the Grievance Procedure there will be a Course (or Programme) Handbook which will have been issued to you during induction and which will explain:

- the structure of the course and its management;
- the general criteria for assessment and the award of a qualification;
- any special conditions relating to referral in a written or practical examination or coursework assessment.

In some cases, you will have received a copy of the syllabus and/or other information. You may need to refer to the contents of this material to help you substantiate your grievance.

While the following guidelines will be appropriate to the vast majority of courses offered by MTD, you may need to establish from the trainer whether there are any variations to procedure not specifically mentioned relating to your particular course.

OUTCOMES

The outcomes of an APPEAL will be one of:

- the original mark or grade is confirmed;
- the original mark or grade is increased or a 'pass' is conferred in a competency;
- the original mark or grade is reduced (this outcome is excluded in the case of some courses)

The outcome of a GRIEVANCE will be one of:

- 'no further action' (i.e. the grievance is NOT upheld);
- the right to immediate reassessment by the same or a different trainer/assessor
- the right of referral to the next available assessment opportunity

2. APPEALS PROCEDURE

1.1 Clerical Error

1.1.1 If you suspect there might have been a simple clerical error in adding up the marks on your paper, you should always ask your Trainer/Assessor to check this.

2.1.2 Clerical errors on external examinations will be checked by the appropriate Board. The procedure is to complete the Board's own Appeals Form, available from the Registry, and to return it with the fee required by the Examination Board. The fee is refunded if a clerical check shows that an error had occurred. Similar procedures exist for many other externally marked examinations.

1.2 Academic Judgement

- 2.2.1 If you feel that the mark or grade you have been awarded, or your failure to secure a 'pass' for a particular competence, does not adequately represent your real achievement then your appeal is against the ACADEMIC or PROFESSIONAL JUDGEMENT of the assessor.
- 2.2.2 Where the appeal is concerned with the internal assessment of: (i) academic competence, deducted from written or oral performance in connection with examinations, coursework or portfolio evidence; (ii) practical competencies deducted from the observation of motor skills; then each of the following steps should be followed.

2.3 Step 1

- 2.3.1 First discuss the matter with the person who carried out the assessment. You must explain your reasons for disagreeing with the mark or grade awarded as soon as possible after receiving the assessment decision. The trainer/assessor will:
 - Either (i) reaffirm the original result, giving you a clear explanation of the reasons (and completing any necessary documentation as required by individual course procedures).
 - or (ii) amend your mark/grade/result in all relevant records.
- 2.3.2 If you now agree with the decision of the original assessor then this is the end of the Appeals Procedure. If you are not satisfied with the outcome, then you must proceed to the next step.

2.4 Step 2

- 2.4.1 The Head of Quality is responsible for conducting an appeals review of the decision made at step 1. Once the evidence has been reviewed the Head of Quality will make a final decision and inform the learner of the outcome of the appeals review.
- 2.4.2 The decision of the Appeals Panel is final.
- 2.4.3 Records of all appeals will be logged by the Head of Quality.